**POSITION DESCRIPTION**

# NNSWLHD – Domestic Services - Leading Hand Hospital Assistant Grade 2

Health
Northern NSW
Local Health District

Our CORE values
Collaboration Openness Respect Empowerment

ourpeopleourculture

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| **Organisation** | NSW Health |
| **Local Health District / Agency** | Northern NSW Local Health District |
| **Position Classification** | Hospital Assist Gde 2 |
| **State Award** | Health Employees (State) Award |
| **Category** | Patient Support Services \| Cleaning Services \| Cleaner |
| **Website** | www.nnswlhd.health.nsw.gov.au/ |

## PRIMARY PURPOSE

Lead the shift of the Domestic Services Team, support for audit processes and provide clinical support services including providing prompt effective and efficient cleaning services to meet patient flow demands and a hazard freeenvironment for patients, staff and visitors.

## ESSENTIAL REQUIREMENTS

Responsibilities under WHS - Non-Supervisor
You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

Responsibilities under WHS - Supervisor
As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

## KEY ACCOUNTABILITIES

**Lead & Support**

Lead the Domestic Services Team to support the seamless operation of the Domestic Services unit and assist with de-escalating issues and positively resolving conflict within the team. Support the Management Team in relevant rostering, backfilling vacant shifts, engaging contractors where required, ordering, workflow and audit processes, to assist in in providing an uninterrupted coverage of the units and ensuring a safe and clean work environment.

Lead the team of staff supporting clinical care and assist in the provision of direct care to patients as it relates to Domestic Services staff.

Lead staff to implement and monitor new and revised strategic plans, operational systems, policies and procedures to promote continual improvement and ensure NSW Health and legislative requirements compliance and best management practices. In particular, audits, Service KPI's and conducting periodic assessments.

**Cleaning**

Maintain cleaning services as per the NSW Health Environmental Cleaning Policy and Environmental Cleaning Standard Operating Procedures.

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NSW GOVERNMENT

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Carry out cleaning duties in clinical and non-clinical departments in accordance with local schedules including general cleaning, high cleaning, outdoor cleaning and infectious cleaning.

Removal and transport of clinical and non-clinical waste within the facility.

**General Assistance**

Provide general assistance in the ward/ facility including moving equipment, making unoccupied beds, transfers of patients and laundry.

**Other**

Adherence to safe manual handling principles and infection prevention and control guidelines in completion of all duties.

Complete documentation and reports applicable to the role in an accurate, complete and timely manner.

## KEY CHALLENGES

- Managing the competing priorities within a busy clinical environment whilst maintaining a high quality of courteous and respectful communication with patients, visitors, clients and families.
- Deescalate workplace issues and solve problems whilst maintaining exceptional patient care

## KEY RELATIONSHIPS

| Who | Why |
|---|---|
| Line Manager or delegate. | Receive direction, supervision, development opportunities andfeedback in relation the duties of this role and communicate achievements and challenges. |
| Domestic Services Team | Lead the shift to coordinate and provide support the team to provide exceptional patient care though staff collaboration. |
| Healthcare team. | Collaborate with other members of the healthcare team to establish priorities, actively seek opportunities to provide support in ways consistent with the scope of this role, communicate the progress of duties and feedback on relevantmatters in relation to the patient. |
| Patients and carers. | Communicate respectfully and sensitively with all patients at alltimes, considering diversity in patient backgrounds and health condition. |

## SELECTION CRITERIA

1. General knowledge of cleaning techniques with attention to detail and understanding of how infection may be spread in the workplace
2. Demonstrated knowledge of how to keep yourself and others safe in a work environment
3. Effective communication with the ability to work as part of a team and individually as required.
4. Ability to follow written and verbal instructions and directions to complete tasks.
5. Availability and capacity to participate in a 24 hour/ seven-day rotating roster which includes working all shifts, all days of the week including public holidays.
6. Sound problem solving and ability to de-escalate issues and positively resolve conflict within a team

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## OTHER REQUIREMENTS

**Professional Behaviour and Communication**

All employees are required to achieve, uphold and model a high standard of professional behaviour and communication.

- Any conduct on your part, whether during or outside business hours, which has the capacity to affect or damage the professional reputation of NSW Health, or your ability to uphold that reputation or image, could lead to disciplinary action, including dismissal
- Appropriate professional behaviour incorporates all levels of interpersonal behaviour, including formal and informal communication with colleagues, patients and carers

All employees are responsible for:

- Complying with all current NSW Health and NNSWLHD policies, including the NSW Health Code of Conduct
- Complying with profession-specific Code of Ethics/Code of Professional Conduct and Scope of Practice

**Workplace Culture**

Your workplace behaviours and practices are expected to:

- Proactively contribute to a positive, productive and safe workplace culture
- Adhere to the CORE values of Collaboration, Openness, Respect and Empowerment identified in the NSW Health Workplace Culture Framework

**Privacy**

All employees are expected to comply with personal information protection principles and health privacy principles as per the NSW Health Privacy Manual for Health Information, NSW Health and NNSWLHD privacy policies and procedures, and relevant legislation:

- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)

**Performance**

All employees will:

- Have a performance agreement with their manager, linking individual performance objectives and role requirements to corporate objectives
- Participate in an annual performance appraisal
- Be responsible, with the support of their managers, for proactively developing their own performance to meet expectations and achieve objectives
- Actively contribute to their performance management by having open and honest conversations with managers and colleagues and providing and receiving constructive feedback

**Quality Improvement**

NNSWLHD complies with the National Safety and Quality Health Service Standards. All employees are expected to:

- Be aware of and comply with their responsibilities under the Standards
- Actively participate in quality improvement initiatives within their teams
- Participate in organisation-wide quality improvement activities as required

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**Workplace Health & Safety**

All employees have responsibilities under the Workplace Health & Safety Act of 2011. Signing this Position Description confirms you understand the responsibilities relevant to your role.

**Risk Management**

All employees are expected to notify into the incident management system any incidents and patient complaints which occur in your own area (both clinical and corporate incidents).
All employees will:

- Identify and manage risks in your own area, and report risks to your manager which are beyond your capacity or authority to manage

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